Interim Text to 9-1-1

A National Text to 9-1-1 Clearinghouse
to Ease Implementation and Support
Choice for States

Bandwidth's Position

- An interim Text to 9-1-1 solution for the deaf and hard of hearing community is well worth the investment now

- Cost effective options exist

- It may be decades before the entire country is end-to-end NG9-1-1 ready

- A National Text to 9-1-1 Clearinghouse provides choices for the states and a simplified implementation for wireless carriers and over-the-top (OTT) application providers

Bandwidth's Experience

inetwork division:

- A CLEC in 49 States
- Wholesale voice services provided to nearly 500 customers
- Over 14 million DIDs SMS enabled
- 9-1-1 Call Routing Services to Originating Service Providers (OSPs)
- Leadership in NG9-1-1
- Early involvement in services for the deaf and hard of hearing - ITRS Database

Bandwidth's Text to 9-1-1 Role

- Support for the four primary options being contemplated
  - 9-1-1 Text to IP Relay (12 TRS/VRS service providers)
  - 9-1-1 Text to TTY (Neustar)
  - 9-1-1 Text to Internet Delivery (Agent 5-1-1)
  - 9-1-1 Text to NG9-1-1
- Services provided through inetwork division
  - Message routing
  - Location information delivery to PSAPs

Current Issues

- No agreement on a single Text to 9-1-1 solution for nationwide deployment

- No agreement on the ROI for an interim solution

- Consensus that the deaf and hard of hearing do not have equal access to emergency services

- Strong support for accelerated deployment of NG9-1-1

Additional Bandwidth Role

- National Text to 9-1-1 Clearinghouse
  - Simplifies implementation by the wireless carriers and the OTT application providers
  - Allows for a speedy implementation but supports the evolution to other Text to 9-1-1 solutions including NG9-1-1 as they are available
  - Puts the choice of what Text to 9-1-1 solution is best for their citizens in the hands of the states and 9-1-1 Authorities

Durham 911 takes text messages

Posted: August 3, 2011

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DURHAM, N.C. — On Wednesday, Durham will become the first city in the state where residents can use their cell phones to send a text message about an emergency to 911.

If they can't make [a] phone call, Verizon Wireless customers can text messag[e] 160 characters to 911. Dispatchers nee[d the] [locat]ion and nature of the emergency.

Iowa 911 center is first to accept text messages

Other emergency call centers around the country look to follow suit

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Photos, texting, videos on horizon for Alabama's future emergency 911 calls

Published: Monday, July 18, 2011, 6:00 AM

By Jeremy Gray -- The Birmingham News
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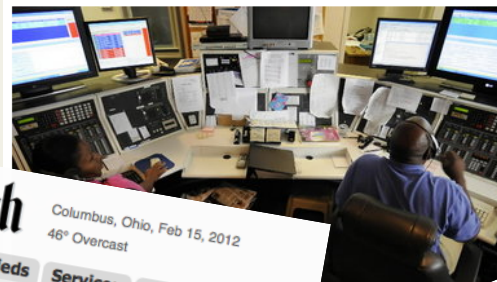
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BIRMINGHAM, Alabama -- Alabama's 911 centers could be able to receive text messages and cell phone pictures and videos in the next 18 months, according to the president of the Alabama chapter of the National Emergency Number Assoc[iation]

The organi[zation]

The Columbus Dispatch

Columbus, Ohio, Feb 15, 2012
46° Overcast

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911 getting text upgrade

10 WBNS TV

By Lucas Sullivan
The Columbus Dispatch · Monday February 13, 2012 7:10 AM

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Franklin County residents likely will be the first in the state to be able to text their emergencies to authorities when calls to 911 are not possible.

POLICY & LAW

Advan[ce]

[estavia Hills, are ex[pecting] [i]n the next year a[nd] [a]ccess t[o]

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TEXAS TRIAL SHOWS THAT NEXT-GEN 911 TEXTING PLATFORM 'FLAT OUT WORKS'

Jun 20, 2011 3:47 PM, By Glenn Bischoff (glenn.bischoff@penton.com)

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Possible Evolution Scenarios

Scenario 1

Text to TTY to designated State PSAP

Text to TTY to every PSAP

Text to NG9-1-1 to Designated PSAP

Text to NG9-1-1 to all PSAPs

Scenario 2

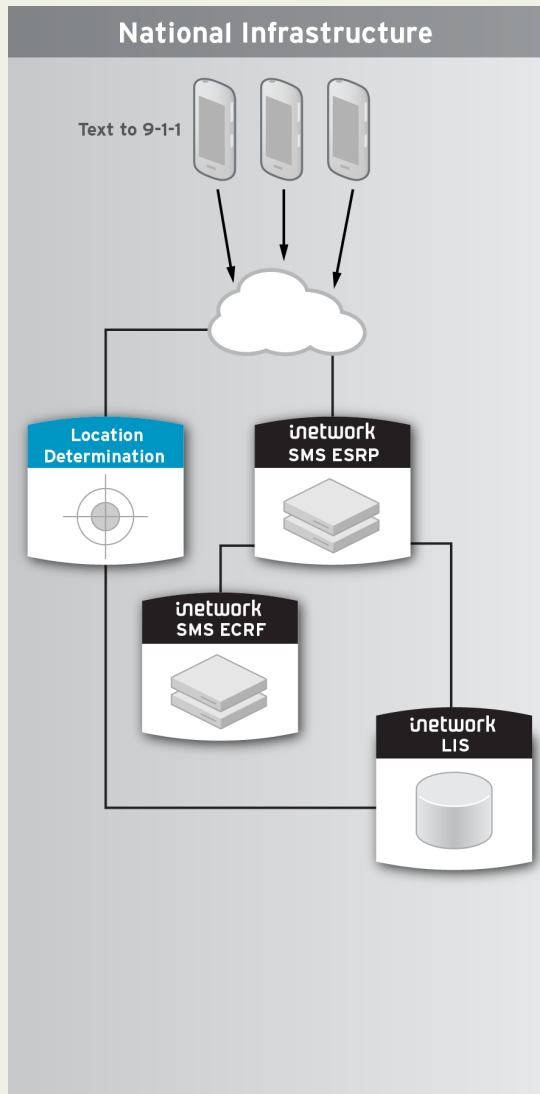Text to IP Relay

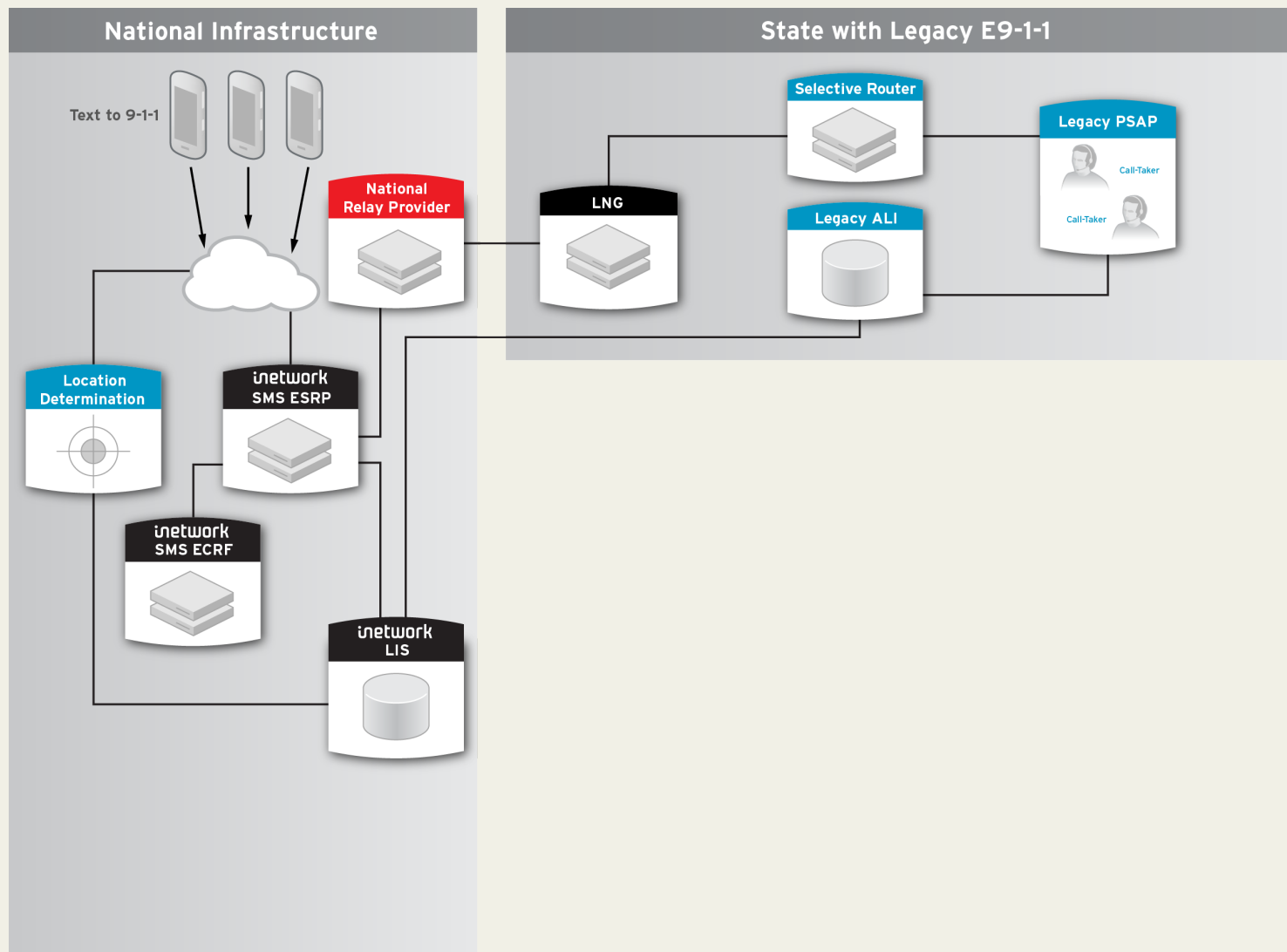Text to Internet Delivery

Text to New Internet Delivery

Text to NG9-1-1 to all PSAPs

National Text to 9-1-1 Clearinghouse

National Infrastructure

Text to 9-1-1

Location Determination

inetwork SMS ESRP

inetwork SMS ECRF

inetwork LIS

- Exposes a standard interface to OSPs that remains constant throughout the evolution to NG9-1-1

- Allows states to choose the Text to 9-1-1 solution that they feel is most appropriate for their population now

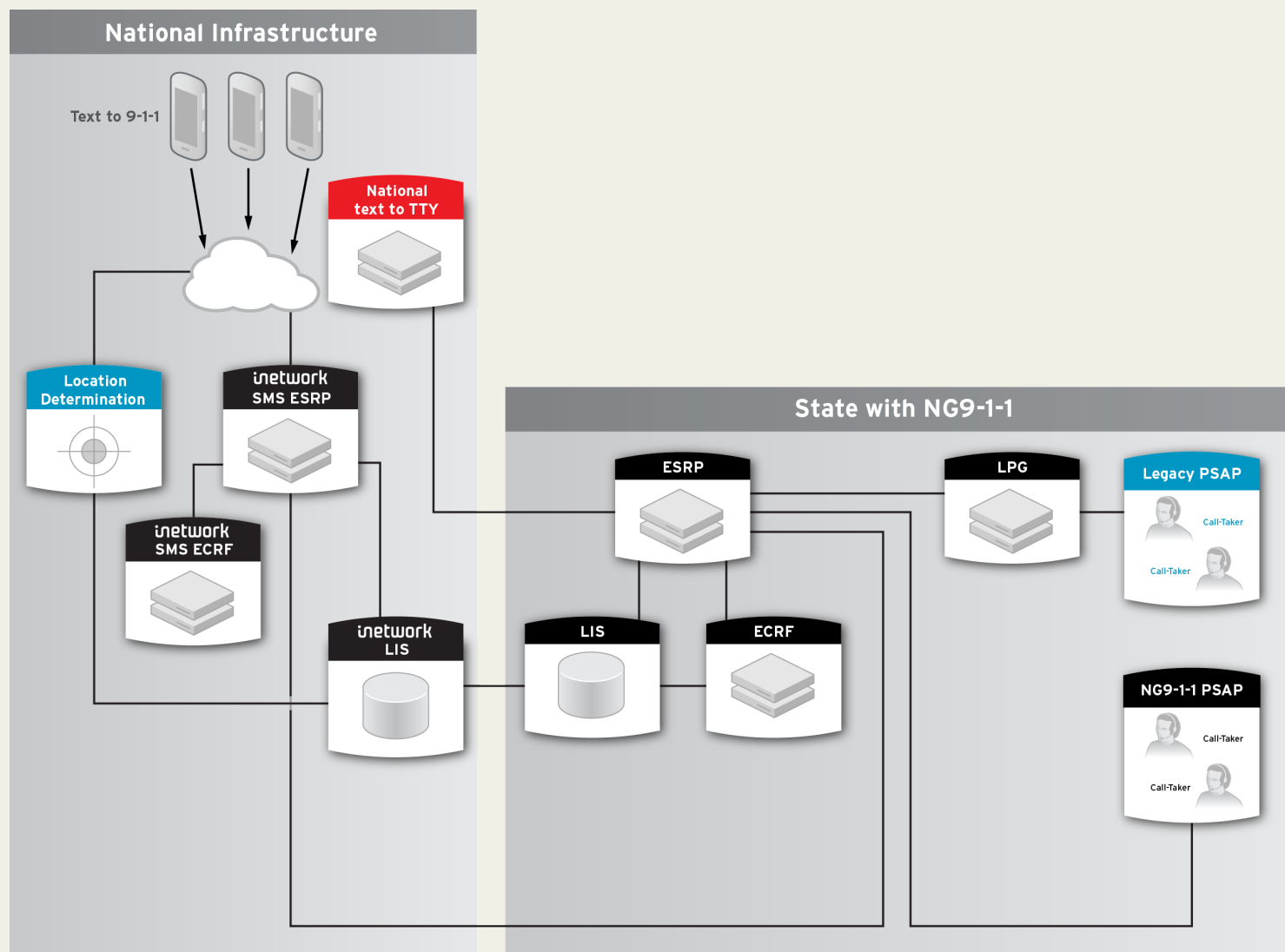- Allows states to migrate to other solutions as they become available and to NG9-1-1

9-1-1 Text to IP Relay – Default Route

9-1-1 Text to IP Relay – Default Route
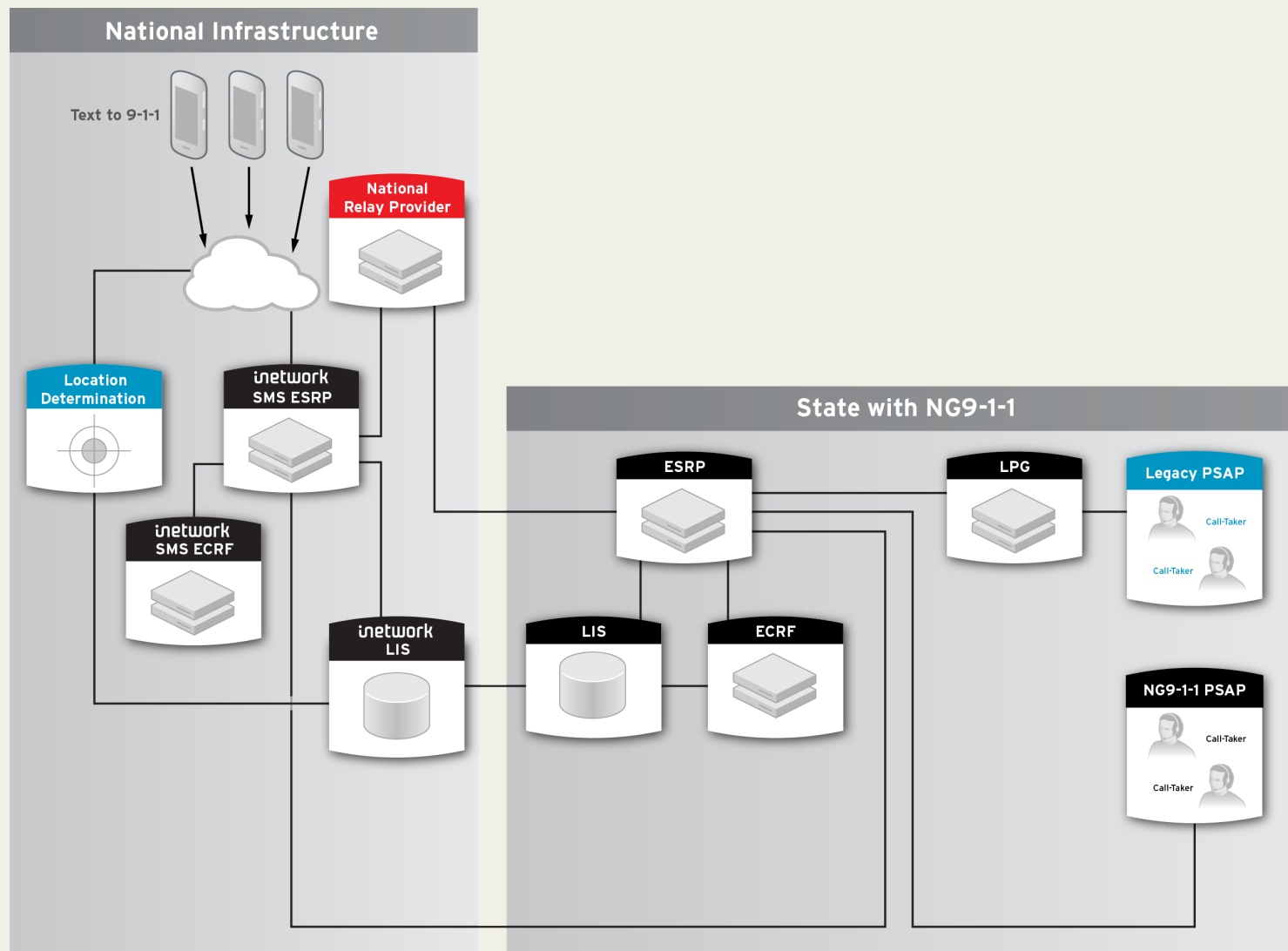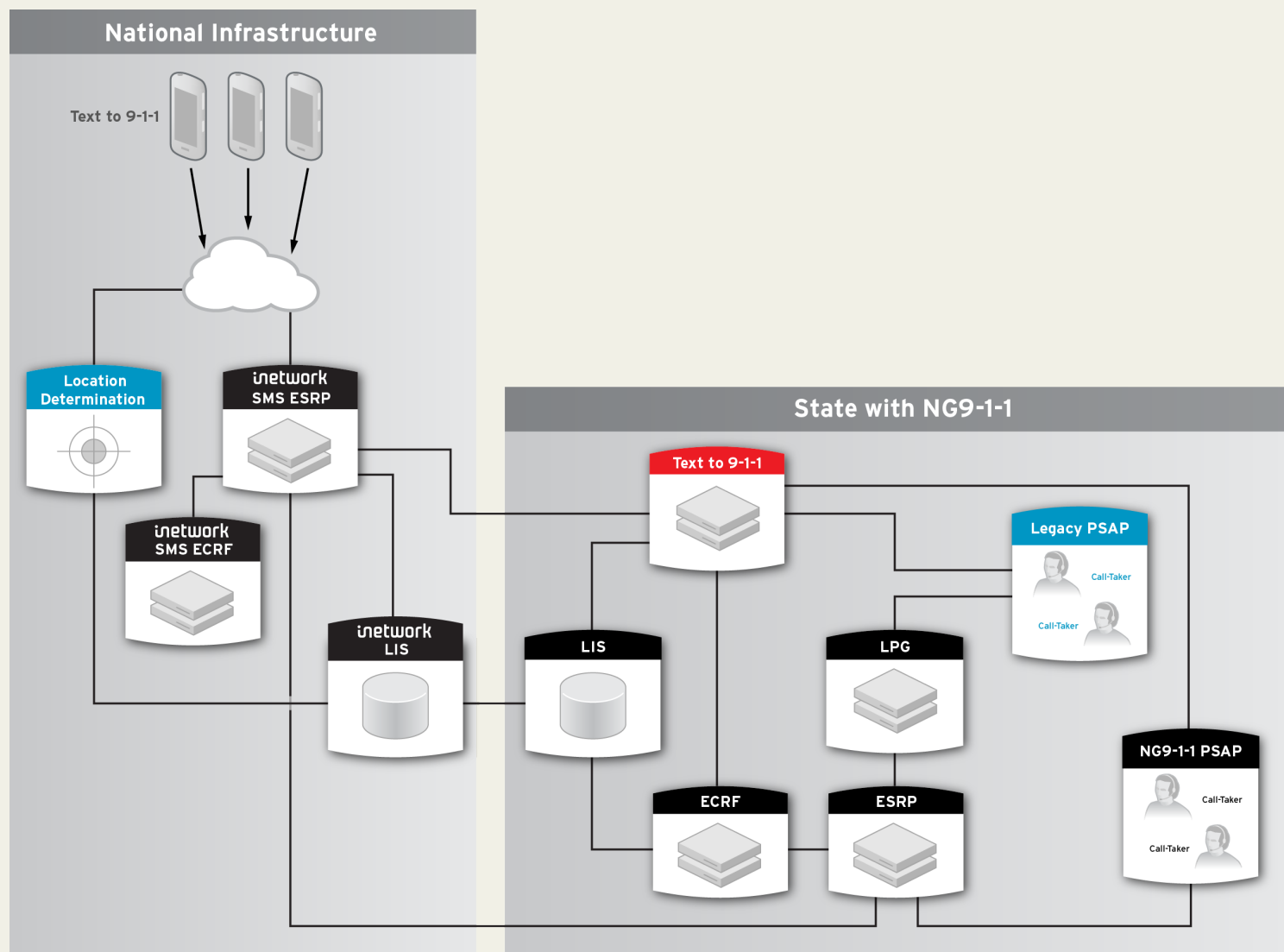
9-1-1 Text to TTY
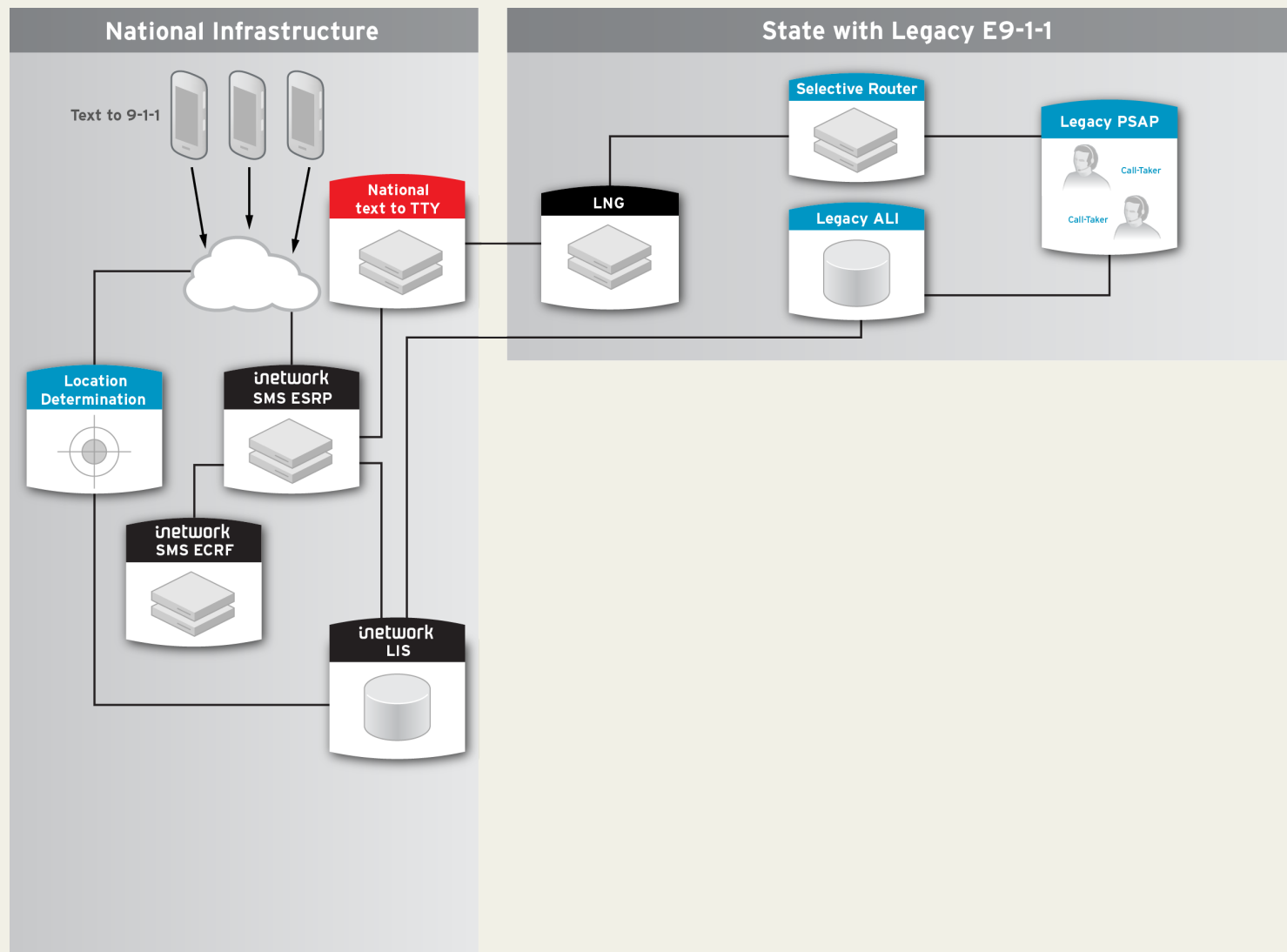
9-1-1 Text to TTY

# 9-1-1 Text to Internet Delivery
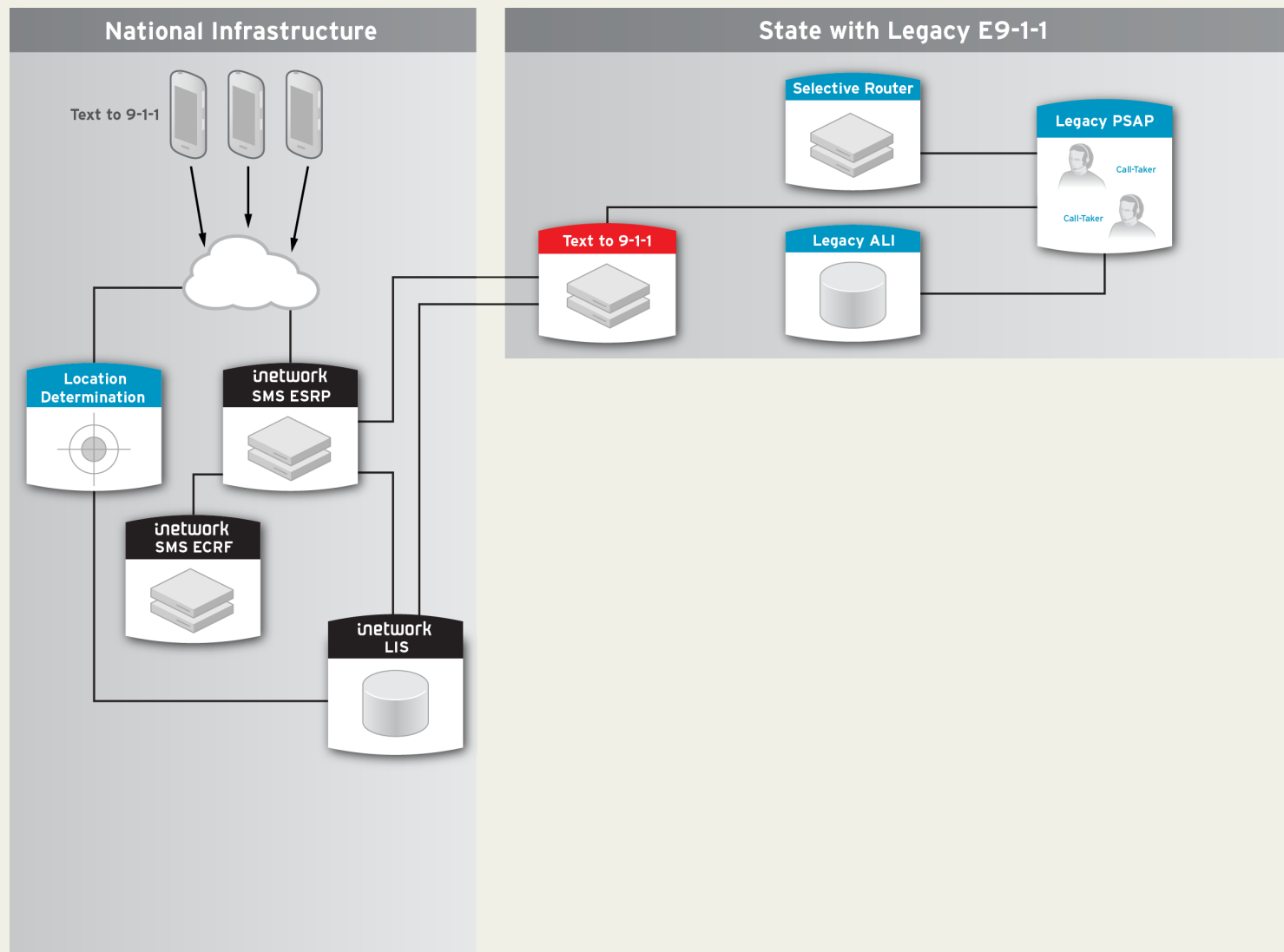
9-1-1 Text to Internet Delivery

Support for Transition to NG9-1-1

- Implemented using NG9-1-1 Components: ECRF, ESRP, LIS

- Provides layer of abstraction for OSPs as they migrate

- Can still be used after nationwide implementation of NG9-1-1 as a specialized Forrest Guide

- Open, standards-based architecture

Open, Standards Based Architecture
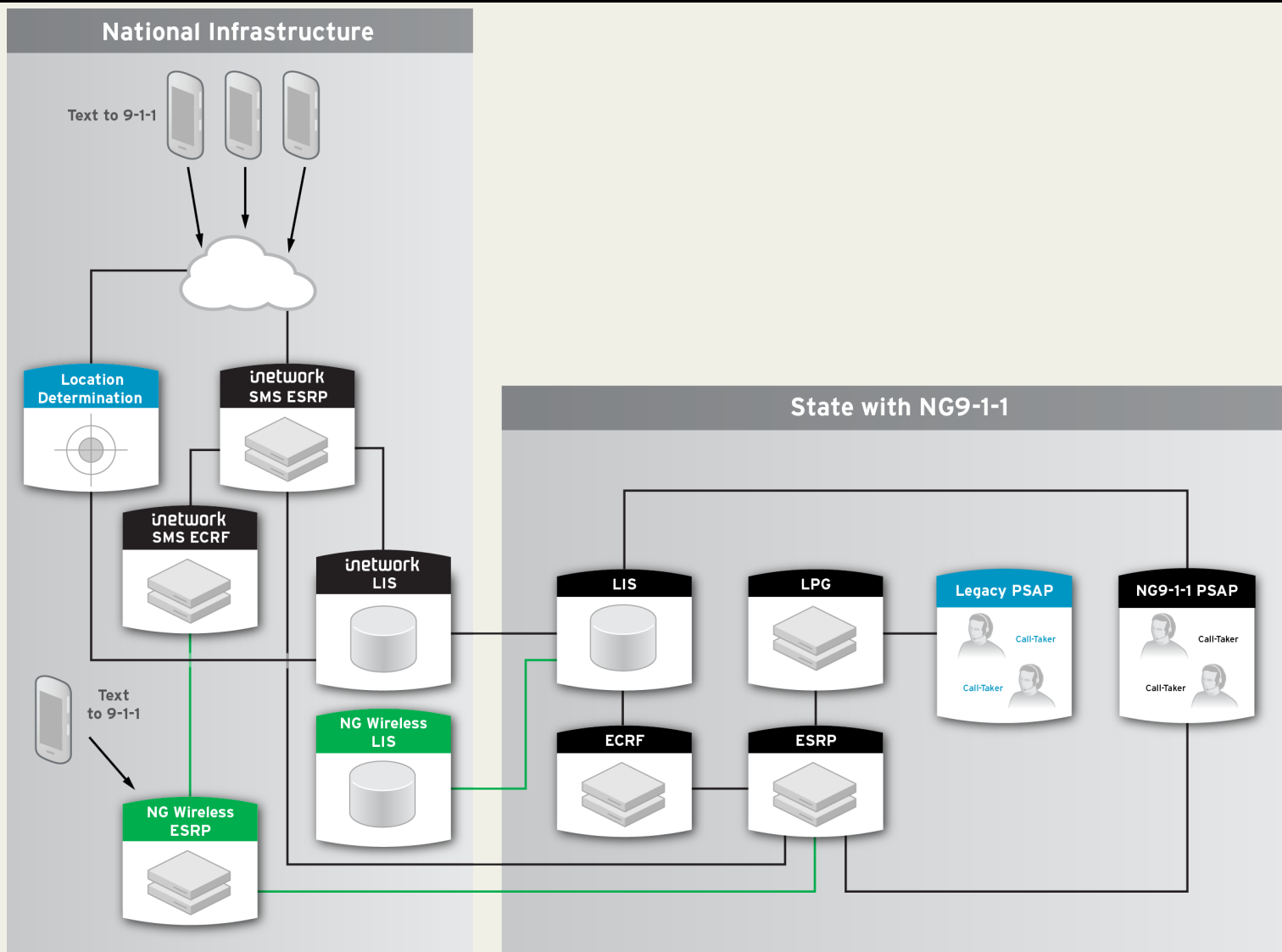
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PRICING

Text to 9-1-1 Clearinghouse Pricing

Pricing - Scope

Leveraging Existing Infrastructure

Cost - Services Acquired

Pricing - Technical

Budgetary Pricing – Non-Recurring

Budgetary Pricing – Annual Recurring Costs

Other Cost Considerations

Implementation Timeline

Confidential Information Not Available for Public Inspection Pursuant to 47 C.F.R. Sec. 0.457 and 0.459

Implementation Timeline

This concludes the section inetwork has indicated is confidential

Suggested Funding Model

- National Text to 9-1-1 Clearinghouse
  - TRS/VRS Funds
- 9-1-1 Text to IP Relay
  - TRS/VRS Funds (Unchanged)
- 9-1-1 Text to TTY
  - TRS/VRS Funds
- 9-1-1 Text to Internet Delivery
  - State selected, state funded
- 9-1-1 Text to Other approved Options
  - TBD

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Summary

- Interim Text to 9-1-1 for the deaf and hard of hearing should be implemented
- No clear "best" choice today
- New solutions should be embraced and encouraged
- Migration to NG9-1-1 should be encouraged
- State 9-1-1 Authorities should have choice
- Interface to OSPs should be simple and consistent
- National Text to 9-1-1 Clearinghouse provides a solution at minimal cost